

Project to Improve Independent Medical Examinations
For the State of Washington
Department of Labor and Industries

Final Report
Volume 2

Appendices to
Problem Statement

Downloadable Version, Part 2 of 3

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MedFx, LLC
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Appendix 3

Injured Worker Survey – Coded Comments

Coded Comments on the Survey of Injured Workers

The following pages include the comments made by injured workers on the survey. They are grouped by the specific question and are classified as Neutral, Negative or Positive. They are direct transcriptions of the remarks recorded by the interviewers in the conversations with the injured workers.

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Coded Comments

General Comments

Negative Comment

Knew it was all bogus

It was a joke. They were quacks. They need someone who is able to legitimately help.

Felt like they didn't trust attending physician who knew me along time.

Positive Comment

IW wanted to go back to work

They had a practicing physician there who specialized in the problem area I had.

Long Waits at Office

Negative Comment

They asked me to sit in a room for a while

It took about 1 hour to be seen.

It took at least an hour.

It took 2 hours to be seen. They forgot he was there and then they ordered pizza and it was after 7:00 when he was seen.

It was almost a half and hour because the doctor was late

Waited two hours before doctor cancelled first appointment; second appointment waited an hour and a half.

Exam started half an hour after appointment time

30-45 minutes before he was seen

It took 1 hour to be seen

The doctor wasn't ready when you arrived

It took 45 minutes to be seen

It took about 2 hours to be seen

He waited an hour and a half

It took 3 hours to be seen

He waited 1 hour.

Waited for 45 minutes.

Doctor wasn't there. Had to wait for doctor to arrive from another city.

"We were there 45-60 minutes before we were seen"

Often very late

Waited 45 minutes in waiting room and 30 minutes in the examining room.

Sat there for a half an hour before saw doctor.

Waited for hours; then they only saw me for 5 minutes.

20-30 minutes

Waited one hour

Waited a little than IW would have liked

It took an hour for the doctor to see me

20-30 minutes

You were in a room waiting a room for 35 minutes; IW felt like they forgot he was in the room

Over an half an hour

Waited 45 min

I waited about one hour.

Most of the time waits well past 20 minutes

Had to wait 45 minutes

It took one hour & 45 minutes to see first doctor after appointment time. Only seen for 5 minutes. Second doctor was 20 minutes late. Third doctor was one hour and a half late and reduced patient to tears. Only seen for 15 minutes by third doctor.

Waited an hour

Thinks more than 20 minutes

It was 30 minutes

It took about thirty minutes at the second appointment time. I had to stand outside with a broken foot in the rain waiting.

About 1/2 hour

It took 30-40 minutes to be seen

He sat in the office for over 1.5 hours

It took more than 20 minutes

Sat in a room for two hours to wait for other doctor to examine arm.

He was running a little behind

1 hour

It took 45 minutes to be seen.

The doctor was late

Told to be at exam site at 9:00 for a 2:00 exam appointment.

Lead into a room and waited a long, long time. The doctor indicated she was late because she was reading the file.

45 minutes

Waited 30 minutes

It took 30-40 minutes to be seen

Waited almost an hour for the first IME exam. Complained about it.

Often waited more than 45 minutes

Positive Comment

Started within 5 minutes of appointment time

Doctors Rude or Discourteous to Patients

Neutral Comment

He did a carpal tunnel exam and now numb from thumb to middle finger, numbness has not disappeared, hand swells from incision

He was also reluctant to start a claim for her

Negative Comment

Made me do things that were hard for me to do.

Asked the doctor to be careful with his legs, the doctor bent his legs and his leg popped, the doctor did it again patient asked him to stop doctor did it to the other leg and the patient left

First doctor no (ortho surgeon). Second doctor yes.

Other IME doctors have been very rude

Treated him like cattle, ran through the process without any concern for patient pain

He called me the wrong name twice. He told me to answer in yes no answers only

She was treated like a "drug addict" by Dr. Shenkar for leaving her pain pills behind. She walked out of the office in tears.

Fast paced clinic situation; doctor came in and did his thing and left.

"I think they think everyone is fraudulent. He talked to me like he didn't believe that I was hurt."

He was almost a little rude

A quick and abrupt exam

"The exam was a joke. The outcome was determined before I even came into the office. I saw 3 doctors, each taking only 5 minutes with me."

Did not like the tie dyed t-shirt the patient was wearing

Doctor had a preconceived opinion, x-rays showed spine movement

The appt was way too fast not much of an exam

It took about thirty minutes at the second appointment time. I had to stand outside with a broken foot in the rain waiting.

The doctor had no bedside manner. He was cold and didn't care.

It was very rushed.

Kind of impersonal

She was told not to ask questions, speak only when spoken to

One was good and one was awful. First doctor was very considerate; second doctor forced arm beyond where it would go and IW started to cry he said "stop bawling it doesn't hurt that much". Second doctor did not wait for answers to question.

The doctor was rude. The patient told him that his lower back injury made it painful to sit. The doctor commented that it must not be painful since the patient was sitting during the exam.

Started with very little concern for patient.

She felt that the damage was worse than the doctor did. "he is an abrupt physician. I have gone to him for 15 years...he is not the kind to let you sit around and feel sorry for yourself."

Doctor cold

Just was told not to interrupt doctor while he was talking.

There was nothing asked by the examining doctor, very cold and very quick.

very rude, just moved his arms would not listen to the patient about his problem

There were 2 doctors and they both didn't treat her with dignity & respect.

Should have been more concerned about his knees than getting him out of the exam room, told patient he was fine, patient could not walk

He was very short and did not do a very thorough exam and his findings differed from the first IME.

One-sided examination. It was a very degrading examination. People shouldn't be treated that way.

One was rude

Rude, injured on the job, yet treated like he was a liar.

He was rude, very abrupt, even though he knew I was in discomfort, he continued to examine me

"It was rude of him to walk out of the exam and not let me know the exam was over...and I thought it was rude of him to not believe me when I said I was hurting."

Briefly, written report was quite different from verbal report, would not allow husband to accompany her in exam room, she prevailed and finally they let her husband

Felt intimidated and made to feel like you were trying to pull a scam

He carried a tape recorder, would ask me questions didn't tape responses. Doctor incorrectly stated responses into tape recorder. Tried to correct him.

"He told me I was stupid. He wouldn't listen to me. He treated me like a number."

"It wasn't a typical patient practitioner relationship."

Not personable

Saw 3 doctors, the third doctor was rude and rushed. The first two doctors were nice. Third doctor did not give a thorough exam.

He saw a neurologist and orthopedic doctor...neither of whom let him answer their questions. "They had already drawn a conclusion before they listened to what I had to say."

First saw a rheumatologist, Dr. Karr, and he was fine, and then saw dr. Snodgrass, a shrink, who made him come back for a written test, then saw a pulmonary disease, doctor Smith, who told the patient he got to decide if the patient was to stay on L&I, (not good

IW was confused and she wouldn't answer any questions. Had a lot of questions and she wasn't nice about it. Had tears in my eyes, I was so upset.

Too polite

I thought they were pretty arrogant

He was quite cold. IW was treated as something he wanted to get over with and out and then move onto the next person. The doctor had a plane to catch.

Doctors reduced to tears and told you condition is all in her head. Never been treated this way.

Initial doctor treated me with respect. Second physician did not - talked only about religion.

Felt that it was very impersonal; felt uncomfortable.

Felt like the two doctors were not cordial and the exam was an inconvenience to them. They were dressed sloppily.

Didn't want hear anything you have to say. They have their minds made up and the exams are not thorough. They give you the impression right off the bat that you are a liar.

He hurt her in the exam by "poking and probing". The doctor had an "I don't care attitude" because it is "easy bucks".

They were ignoring what I said. They were writing not what I said. I had to keep correcting them and it didn't matter what I said.

He was not happy to see her, he had done her surgery, and he had a bias against her

The doctor was very rude and abrupt and he yelled at wife who had not said anything. He was very combative from start. He was very disbelieving of my responses through the entire interview.

He was rather rude.

Really hard for a pair of doctors with a 15 min examination to determine extent of injuries with both physical and nerve damage injury.

He was indifferent; one of them was extremely rude. Doctor acted like exam was interrupting golf game.

He was treated like a number, very quick appt, in and out within 15 minutes

Willing to do anything to get rid of the pain, suggested a chiropractic and gave him pain pills, treated him like cattle

"He wanted the patient to shake hands with him using his injured hand. The patient volunteered his left hand, but the doctor refused it and wrote down that the patient refused to shake hands with him

He walked in and did not ask her anything. "he wouldn't listen to me at all, and when it was done, he just walked out of the room and didn't tell me the exam was over"

Absolutely not; First doctor was extremely rude about being late. The doctor explained something to me, I didn't understand it and me asked him to better explain it to me. The doctors response in a sarcastic response "Do you understand English" after I ha

Felt like a piece of meat shuffled through the door.

The doctor treated IW with minimal respect.

Had two doctors: one was nice and the other was a jerk.

He talked down to me; he didn't listen. He was sarcastic. He totally undermined neurologists report from the day before. He made me do things that were against my neurologist's advice from the day before.

It was very rushed. In and Out.

After a fashion

The last IME yes, the other IME's no. IW was humiliated by one of them.

To a certain degree, they make you feel like you are scamming L and I. He felt like the dr. felt he was wasting the dr.'s time. He made him feel guilty

IME was performed with a medical doctor & a psychiatrist. The psychiatrist did not treat IW with respect at

He was from the handshake on very rude; didn't want to be bothered with me. The doctor could care less, he already had mind made up before I got there.

"He told me what to do and walked out of the room."

Doctor. was very old and not a good listener

Having a hard time walking on foot; doctor said there wasn't any problem with foot; made IW walk on foot against other doctors orders. A lot of pain, Doctor said "there's nothing wrong with your foot".

Very terse

Positive Comment

Doctor enlightened me on a lot of information about the condition. Made me feel good about the treatment and the results of the treatment

She thought the L&I doctor would be meaner but he was very nice

Physician made patient feel very comfortable

It was "clean & neat. They greeted you when you came in. They did treat me with respect."

Doctor was very professional

He was straightforward; doctor said it was too early to be seen

Kind of what I expected

Good experience from the physical therapist, not free of pain

Very good doctor

Concise and on top of the situation; real nice doctor

Compared to many IME's I know of in professional capacity, I was treated very well.

Rushed Examinations

Neutral Comment

He spent 30 minutes.

He spent twenty minutes for the examination.

Don't know what a reasonable amount of time would be

Negative Comment

He was quite cold. IW was treated as something he wanted to get over with and out and then move onto the next person. The doctor had a plane to catch.

He reviewed report in front of IW. They seemed rushed.

Exam lasted 3 minutes only

The testing part, all he did was poke me with a prick pen. The testing on hand took less than 10 minutes.

They had me waiting for a long time for another doctor to arrive and then only gave me a 5 minute exam when he got there and then he told L and I that I was to go back to work

The appt was way too fast not much of an exam

Wanted a second opinion. The exam took 2 minutes maybe a little longer

He seemed like he was in a hurry.

Fast paced clinic situation; doctor came in and did his thing and left.

He walked in and did not ask her anything. "He wouldn't listen to me at all, and when it was done, he just walked out of the room and didn't tell me the exam was over"

A lot of unnecessary time; made me do a lot of stupid things that didn't pertain to injury.

He was indifferent; one of them was extremely rude. Doctor acted like exam was interrupting golf game.

He was treated like a number, very quick appt, in and out within 15 minutes

It was very rushed.

I still have impairments and am unable to perform my work. The IME physician did not establish that.

He was very short and did not do a very thorough exam and his findings differed from the first IME.

The examination wasn't sufficient to make a good diagnosis.

It was fast. I had an unusual case, I was having no problems.

Felt like a piece of meat shuffled through the door.

Took longer than I expected because of the tape recorder. He kept getting the dates wrong and had to rewind the tape recorder. Very hard to be examined with a tape recorder

They seemed to be in a hurry; You feel like you are being herded through like cattle

They did not have enough info, she was not allowed to explain, she did not have the time for her

A quick and abrupt exam

Too quick and not thorough, L7I and the doctor make you feel like you are not really hurt, do not trust that the patient is really hurt

Way too short

It was the end of the day and the doctor wanted to get out of there. Didn't go over condition enough. Seemed very rushed

"He told me what to do and walked out of the room."

Very short, bend left bend right O.K. you are done

Sometimes yes, sometimes no, some appts for an evaluation were only 15 minutes, some appts. were interviews only no exam

They were in a hurry to go home

The exam was only 15 to 20 minutes with three doctors examining me

He had basic paperwork and reviewed it very quickly.

Could have been a little longer.

Somewhat, most of the time spent with the assistant and the doctor just went over the assistant's exam, the doctor did not do the exam, the assistant was working part-time, he was a community college student, the assistant did all the tests, at the time the patient

The doctor spent less than 10 minutes with the patient.

It was very rushed. In and Out.

He told me that there would be no treatment and what he was planning on telling L and I. That I needed no more therapy or surgery. It was a very quick examination.

He just said what he wanted done and that was it

The time was OK but the exam process was not appropriate for the patient limitations

He saw 3 doctors, each took 5 minutes or less with him

One doctor spent enough time; the other doctor didn't spend enough time.

Really hard for a pair of doctors with a 15 min examination to determine extent of injuries with both physical and nerve damage injury.

Saw 3 doctors, the third doctor was rude and rushed. The first two doctors were nice. Third doctor did not give a thorough exam.

He only took 5 minutes for the exam; he had no bedside manner

"It was like an assembly line. very quick...you're done..good-bye."

Only 5 minutes

Couple of minutes of hands on and that was it. Simple tests, not enough to get an accurate conclusion

Not a doctor and I can't answer this question, He didn't ask many questions, exam total set up that's all it

Did not do any measurements of range of motion, very short exam, said nothing to the patient absolutely no questions from the dr.

"It seemed rushed"

Doctor did not do all that I expected.

Ten to fifteen minutes. Hand surgeon and physical therapist spent a lot of time and listened and IME examiner was not warm and fuzzy.

He just poked me a couple of times, made a couple of comments and that was it. Didn't use any instruments or equipment.

The doctor was really working for the state and not IW. (even knew of doctor from previous injury of grandfather from years ago)

dr.s not interested in any patient questions only interested in getting the IME over with

I was too stunned to ask questions due to the speed of the examination.

very quick exam, should have taken an hour took only 15 minutes, the dr rushed her through

It was a cattle run; they just got you in and out really fast

Too quick, only saw IW for 5 to 10 minutes.

It was kind of a rushed thing; he needed to get on to the next patient

Just wanted to get out of examination so didn't ask questions.

more concerned about time, told exam would take 4 to 5 hours, altogether the exam took 1 hour

did not have a chance to ask questions, felt completely rushed

He came in asked a couple of questions had you do a few movements and that was it.

dr did not take nearly enough time

had a bad back problem. IME asked him to walk but room was so small he could only walk 3 steps, when he went to PT they made him walk down a hallway so they could get a good view of his limp, the IME had him take only 3 steps

Generally did not spend enough time, three doctors spent ten min a piece and one doctor fell asleep in the corner.

There wasn't enough time

Two doctors who consulted each other and IW

just get to the next patient

Between three doctors they spent 25 minutes total.

To short of a time to make a judgement

physician hurried, not focussed on exam.

The IME doctor was more concerned about going to lunch

very hurried, did not take the time to listen, sense of urgency

He was to cold and to quick

He didn't listen to my questions. He seemed very rushed. He invalidated the previous doctors diagnosis from the day before. When I told him I could not do something, he insisted I do it and it caused me pain.

Pretty tough for a complete examination with 15 min with the doctor

given the short amount of exam time no, could not tell patient why she wasn't getting better

Rushed through exam.

It was a very fast exam

Too much paper; not enough time for him to look at all the papers. Hard to do a thorough exam in twenty minutes.

The secretary was not professional. The examining doctor was to quick.

Positive Comment

about 45 minutes; tested both hands to see if there was anything wrong with the other hand to.

It wasn't a long time but, it was adequate, it wasn't rushed; checked range of motion, concerned about why I was there

He was pretty thorough

exam was too short and not thorough

He might have missed a couple of things, though.

It was a rushed exam.

less than 10 minute exam

acknowledged that he had a problem

Exam took 30 to 45 minutes. Exam was very thorough

Painful or Uncomfortable Examinations

Neutral Comment

some

Had discomfort due to the nature of the exam.

She did experience discomfort, but felt it must have been necessary for the doctor to find out what he needed to know.

Just basic discomfort (shock in hand)

experienced pain during the exam process

normal for his injury

only when showing your limitations

Experienced a lot of discomfort but don't know if it was preventable.

Negative Comment

Experienced discomfort during exam and more after I got home.

He made me bend my knee to the point it hurt. Trying to do what the doctor wanted

The doctor hurt her hands during the exam and she had a lot of discomfort for the next several days after the IME from the doctor's manual manipulations. What had gotten better, got worse after the exam.

Moved arm past pain limit. Told the doctor to stop, he continued further.

He explained that he took pain meds before exam.

"He (doctor) didn't care how much it hurt, he just wanted me to do it. Like with this one rowboat thing, he asked me to row it and when I was in too much pain and couldn't do it, he just wrote down that I did it

he pushed himself to far

the treatment was uncomfortable

his shoulder hurt

Neck and shoulder movements hurt and final report did not indicate this discomfort.

assistant pushed too hard for movement tests, had to go right to physical therapy he was in so much pain, his dr told him not to lift but exam made him lift too much

very difficult to walk on heels and his toes, very, very painful

He did suffer some pain during exam

Doctor didn't stop when asked him to stop on range of motion test.

Herniated disc in lower back and neck & he told him that he wouldn't have to do anything that would make you uncomfortable. Doctor forced him to do things that hurt. Grabbed leg and pushed it more than what he should have and head was grabbed and pushed t

shock therapy pretest was very painful

very painful

Told you if it hurt you could stop or if you felt like it would hurt, you didn't have to do it.

there was pain associated with the exam

It was a painful exam, but she supposes that it was necessary. She was in tears from the pain.

It wasn't anything they did; Felt very uncomfortable in front of them.

had a bad back problem. IME asked him to walk but room was so small he could only walk 3 steps, when he went to PT they made him walk down a hallway so they could get a good view of his limp, the IME had him take only 3 steps

Had to do a lot of movement of my arm to check my shoulder

very uncomfortable, did not respond to his complaints

Certain movements hurt IW during the exam

had to ask dr to stop at times because of the pain

small amount

pressing on hand while stitches still in

all exams are painful for her

The way they bent IW and twisted him up caused discomfort

when she had to go up and down steps but her exam was for a shoulder injury

His physical exam caused her pain.

discomfort for having to wait for exam

It was extremely painful

Had to have extra pain killers after the examination.

The exam itself was very uncomfortable. Had to do physical things that were very painful. Injury neck, back & shoulders. No one offered to help her get up from lying on her back on a very narrow table. Very difficult to get on the table.

A little bit because I have permanent pain.

They had made me raise arm farther than felt comfortable. Once pain was felt should have been allowed to stop. Left in more pain than when I went in.

dr. Smith hit his hands harder than necessary to determine feeling, the patient asked dr to be careful but dr. smith whacked him anyway. Dr. Aigner wanted him to hop but torn cartilage prevented hopping but dr. Aigner pushed him to move in ways that

Second doctor caused pain that continued for a week after the examination. Had to go on a stronger pain medication after the exam.

They were testing movement radius and it kind of hurt. IW told them it would hurt and they did it anyway.

A little discomfort; Had an uncomfortable feeling about the exam

patient told of pain but the dr would not stop making her touch her toes caused swelling

"I had a lot of pain."

Very intimidated by exam, not looking out for my well being

"It seemed that he thought I was lying, like I couldn't squeeze (my hand) more, that I was just playing a game, and I wasn't...and that hurt my hand."

was made to exceed limitations based on injuries

It was an uncomfortable exam.

Knew wasn't being trusted as my explanations, it made me feel uncomfortable.

the nerve study was very painful

slight

still sore and swollen

Not physical discomfort because never performed an exam. But had emotional discomfort.

Doctor tried to make foot bend more than was possible and it hurt.

There was some discomfort but you felt like it was needed to have an accurate test

after the knee popping his knees were swollen for 4 months, could not sleep had to wake up and ice his knees during the night, could barely walk after the exam

The doctor tried to force even though expressed discomfort with examining tactics, he still continued on.

During the psychological part of the exam felt unnecessary discomfort.

"they had me do things that my arm does not allow me to do."

asked the dr to be careful with his legs, the dr bent his legs and his leg popped, the dr did it again patient asked him to stop dr did it to the other leg and the patient left

One was good and one was awful. First doctor was very considerate; second doctor forced arm beyond where it would go and IW started to cry he said "stop bawling it doesn't hurt that much". Second doctor did

not wait for answers to question.

treated him like cattle, ran through the process without any concern for patient pain

Having a hard time walking on foot; doctor said their wasn't any problem with foot; made IW walk on foot against other doctors orders. A lot of pain, Doctor said "there's nothing wrong with your foot".

He hurt her in the exam by "poking and probing". The doctor had an "I don't care attitude" because it is "easy bucks".

Positive Comment

Discomfort IW experienced was thought to be necessary.

just was necessary to find problem

But, he found a bad nerve in my back. He then recommended surgery.

Just a little pain during exam; doctor was pretty careful

Said don't do anything that hurts

Not enough; they were to careful with me.

always very careful

Some pain during manipulation fo the arm, but it was necessary to evaluate the situation.

He had to understand what my problem was and the only way to do that was to move my arm around and when we got to a painful spot, then he realized what was going on with my shoulder.

IME Doctors Favoring L&I

Neutral Comment

Don't know

Unsure

He was concerned about the other doctor not being there

cannot answer

He could tell by looking at me that it was to early for him to determine anything.

not sure

The last doctor I went to seemed unattached

He didn't say much of anything;wasn't very talkative

Don't know

Couldn't tell he was concerned about either myself or the insurance company

Very neutral

Negative Comment

The doctor was really working for the state and not IW. (even knew of doctor from previous injury of grandfather from years ago)

He wasn't concerned about anybody but himself..only out foir a "fast buck"

Predetermined result

"They craed more about what they personally would get out of the exam. They were out to get an income out of the exxam and they did not care how they wre going to do it."

No concern for patient. Felt that they were on the side of the state of Washington. Doctor had already made up mind before exam. Not concerned about pain level or discomfort. Doctors did not act independently.

more concerned about time, told exam would take 4 to 5 hours, altogether the exam took 1 hour

It was a cattle run; they just got you in and out really fast

physician hurried, not focussed on exam.

The first doctor seemed more concerned about the health problem. The second doctor was less experienced, and was more concerned about covering all the bases for the insurance company.

"They are #1 for Washington L&I"

The IME doctor was more concerned about going to lunch

"Wasn't concerned about me at all"

just get to the next patient

Himself (Doctors in Seattle)

the system is very political and not fair to the workers, L&I and the IMEs take care of each other

Most concerned with insurance end; wanted to finish the exam. Seemed like he had his mind made up when he walked in the door.

To short of a time to make a judgement

He is representing the insurance company only.

There in L and I 's hip pocket

It was impersonal and this was explained to IW.

definitely represented L&I

"He was concerned more about the state than me."

It did not appear to be an independent examination.

Himself primarily than the insurance, He acted like the exam was a bother to him.

Positive Comment

He showed no bias either way

the dr explained test procedures he would have no other info for her

He seemed impartial.

skeptical but surprised that dr was not biased

feels this because of underestimation of disability

dr was very concerned and thorough

He was neutral...he didn't favor any side

Two different physicians examined patient. They had disagreeing opinions. One seemed more concerned about patients health.

Reason For Exam Not Clear

Neutral Comment

The reason for the exam was to rate the disability.

was ordered because patient needed to see a specialist

Seeing a vocational counselor to go back to work

Yes, he rated the disability

from the State saying that she had an exam

not discussed ahead of time with the patient, patient found out later it was a reason

They were also trying to determine if it was a permanent rating.

doctor said there is no disability

all the drs seems to be concerned with his knees rather than his back, patient felt knees were irrelevant to his back injuries,

They wanted to do independent exam to see if permanent damage to hand existed.

It was an appeal to a denial of a claim

To determine next step in treatment

Partial disability rating

had an intermediary company dealing with L&I

does not remember

Gave me a general idea

from an ER staff [person

Understood it was required by law

They needed the exam to close the case

claims mgr sent a letter, letter from IME

The doctor said that he wanted to make sure that Jesus wasn't seriously hurt.

She did not realize this at the time of the exam, and so did not know then that that was what the exam was about.

That was what they accomplished.

Employer wanted second opinion

brief explanation

referred patient to another specialist

Second one had, knew what it was

Treating physician also explained it

"He said that it was to close my claim."

Negative Comment

HER PERSONAL PHYSICIAN

suing for more money

physucal therapist

Phone Calls

First doctor did, the second doctor didn't

It was not the reason for the IME.

Wanted a second opinion. The exam took 2 minutes maybe a little longer

No one explained it

his attorney

The psychiatrist did not explain purpose to IW

It wasn't specific as to the reason. It was the paperwork requesting the IME with three different reasons

The documentation told me I had an appointment scheduled.

board of industry appeal

They talked a lot. She was not aware that it was a closing exam.

The letter said I had to do this. When I got to the office, it was implied that this was to clear up my claim.

vocational worker

No one explained the reason; just sent a letter telling you where to go

not sure

not sure

Only received a notice to appear without explanation

The surgeon told me I needed an IME

Letter with an appointment time

his lawyer

patient asked to see him

Don't know

not sure

No one explained it to me

I don't recall.

Attorney

no one

Someone at the doctor's office translated into Spanish for him. He speaks no English.

not sure

notsure

No one explained it to IW

excrutiating pain

her ortho doc recommended surgery she refused so an IME was ordered

That wasn't explained in the form letter

To determine the degree of loss of function after surgery

They ordered exam to prove it didn't exist. Totally ignored problem

He was told to sign this paper and he did not know what he was signing.

nurse practitioner

I understood it was to get me out of the system.

My wife who was a nurse explained it to me

but not thoroughly

Unsure

no one explained

Just told me wanted an exam done.

was not an explanation

written notice of an exam but no explanation

there was no explanation

no one explained

Understand because they sent me a letter that explained it

No one really explained the reason for it to me

was not explained

worked for the Fed gov't at the Hanford facility, her attorney

My Attorney explained it to me

her lawyer

whwhen she went in to see the doctor, he said it was a closing examination.

They told him he should go back to school and get your GED. He is 68. Could see no sense in that.

went to get rating so could be settled and closed

There wasn't an explanation

not explained

I did not agree with it.

There was no explanation. I was only told I had to have an IME.

He was told if he did not go to that appointment he would lose all medical benefits.

Not sure if the reason was explained to him

Knew it was for L and I, but I wasn't sure why I was doing it.

nobody

He recorded information on a tape recorder which was difficult to use

Dr. Shenkar's office staff

No one explained the reason for the exam.

Second doctor explained a little bit. Other two doctors didn't explain anything.

I had to ask him

very quickly, the dr gave a speech first, thought he was going to a physical capacity evaluation but did not happen had been told the exam would take 2 hours but took only 15 minutes

Yes, but he had the wrong chart to begin with. He knew the exam was to get me off the rolls.

He had no idea why I was having it done.

briefly, written report was quite different from verbal report, would not allow husband to accompany her in exam room, she prevailed and finally the let her husband

"I felt really threatened by it. I felt like they are going to close my case. I got really anxious because I felt like I didn't have any control over it...and I felt like that would be the end of my care."

They just said it was required by law

personal doctor

no one explained it

I thought it was odd that I had been receiving care for this for six months before anything was finally done.

no one told her why she was going

the explanation was deceitful, opinion formulated before the exam

Not sure.

The nurse explained the reason for the IME

It was a form letter

He explained very little about why you were there.

It was not very clear.

Poor communication from claims manager so she asked for it in writing

Positive Comment

Both L and I and the IME doctor

she asked for exam through L&I
 very full explanation with all options
 Also received letter from the Dept of Labor and Industries.
 Sent a letter to me
 The IME doctor also explained it to me.
 the dr already treating
 Also from the physician who treated me for work related health problems.
 his physician
 letter from dept.
 the IME dr
 her attorney and L&I
 The treating physician and your attorney
 IW requested IME
 Yes
 thorough explanation from several sources
 All of the above; everyone explained it to me
 Also the IME doctor.
 IME doctor explained it to
 It was clear to me
 and written info from L&I
 All of the them

Patient Requested Exam

Positive Comment

IW requested IME
 patient actually requested exam because pain was aching for months did not think it was normal

Dr. Not There or Not Ready to Start at Appointed Time

Negative Comment

The other doctor was waiting for the other doctor to arrive and than they just went ahead and did the exam.
 Yes, but he had the wrong chart to begin with. He knew the exam was to get me off the rolls.
 They had me waiting for along time for another doctor to arrive and than only gave me a 5 minute exam when he got there and than he told L and I I was to go back to work
 the dr was late
 Lead into a room and waited a long, long time. The doctor indicated she was late because she was reading your file.
 Doctor wasn't there. Had to wait for doctor to arrive from another city.
 It was almost a half and hour because the doctor was late
 Waited two hours before doctor cancelled first appointment; second appointment waited an hour and a half.
 Absolutely not; First doctor was extremely rude about being late. The doctor explained something to me, I didn't understand it and me asked him to better explain it to me. The doctors response in a sarcastic response "Do you understand english" after I ha

The doctor wasn't ready when you arrived

Staff Rude or Discourteous to Patients

Neutral Comment

only a receptionist

Only a receptionist. There was not a nurse.

Negative Comment

they were "rude and cold"

50/50

They were more interested in eating their pizza.

The secretary was not professional. The examining doctor was to quick.

staff said some patients are faking injuries so they have to be careful

the staff was reluctant to start a disability claim for her on the day of her exam and refused to start of second claim for disability

no bad attitude, but no exceptional treatment

Positive Comment

Very nice

Staff was exceptionally nice

Inaccurately Recorded Responses

Negative Comment

He carried a tape recorder, would ask me questions didn't tape responses. Doctor incorrectly stated responses into tape recorder. Tried to correct him.

They were ignoring what I said. They were writing not what I said. I had to keep correcting them and it didn't matter what I said.

briefly, written report was quite different from verbal report, would not allow husband to accompany her in exam room, she prevailed and finally the let her husband

Dr. Had Preconceived Opinions

Negative Comment

He saw a neurologist and orthopedic doctor...neither of whom let him answer their questions. "They had already drawn a conclusion before they listened to what I had to say."

Felt like the doctor already had his mind made up before examination

"The exam was a joke. The outcome was determined before I even came into the office. I saw 3 doctors, each taking only 5 minutes with me."

Saw 3 doctors, the third doctor was rude and rushed. The first two doctors were nice. Third doctor did not give a thorough exam.

dr had a preconceived opinion, x-rays showed spine movement

he was not happy to see her he had dine her surgery, he had a bias against her

Predetermined result

He was from the hand shake on very rude; didn't want to be bothered with me. The doctor could care less, he already had mind made up before I got there.

Didn't want hear anything you have to say. They have their minds made up and the exams are not thorough. They give you the impression right off the bat that you are a liar.

dr had preconceived notion of problem and so asked only those questions, did not ask enough to get to real problem, symptoms vary for this patient

no, they were not interested in patient info, had a preconceived opinion of patient condition, asking questions and listening to answers are two different things

Dr/Staff Implied IW Was Lying

Negative Comment

It was pretty obvious that they were trying to decrease the disability

to a certain degree, they make you feel like you are scamming L and I. He felt like the dr. felt he was wasting the dr.'s time. He made him feel guilty

staff said some patients are faking injuries so they have to be careful

"It seemed that he thought I was lying, like I couldn't squeeze (my hand) more, that I was just playing a game, and I wasn't...and that hurt my hand."

"I think they think everyone is fraudulent. He talked to me like he didn't believe that I was hurt."

Dr./Staff Appearance Unprofessional

Neutral Comment

The office did but the doctors did not

Negative Comment

Felt like the two doctors were not cordial and the exam was an inconvenience to them. They were dressed sloppily.

Appearance was sloppy and did not present self in professional manner. They should have been retired along time ago. They didn't look like they liked what they were doing.

Exam Room Unprofessional

Neutral Comment

The office did but the doctors did not

"They weren't standing around talking."

He listened to whatever the doctors and nurses said.

"They had a desk and somewhere for you to sit."

Think so

Negative Comment

It seemed to be dark and smelled musty. It didn't leave me feeling well. The one in Seattle was great in comparison. Two different answers from two different IME's. Everything was still the same.

It was just an empty room with a table and chair. It did not seem like a doctors office.

The office was very small and cramped. It looked like a rented office space.

I wouldn't go there.

It appeared to be rented once a month; not occupied all the time

It was stark and plain

It was set up professionally, But, the staff could have made you feel more at home and more comfortable.

There wasn't anyone at the desk. Had to initiate conversation about the exam

"it looked like just a room, not an exam room."

It was "dirty...had wires hanging from the wall sockets...equipment that didn't work"

It didn't seem like a normal doctors office

It looked like a little closet, noone was around. Seemed a little odd.

exam room was way to small to be effective and to do the required tests

It was dirty

meat market, getting paid by the head

The office itself was fine, but the restroom was not handicapped accessible.

very small exam room

It was like a business office and not a doctors office.

Not many people there

older office with old equipment, heat did not work, run down

It was a little office building with unprofessional staff and surroundings. It seemed like an office they set up for an examining room.

"I wouldn't go back...the exam room wasn't clean."

It was a sham--no bells and whistles --just a good show for the state to say they are taking care of this

"I don't know what the state is paying, but they are getting ripped off. I might as well have been in the back of a pick-up truck. "

It didn't look organized and looked like he hadn't established an office there

had a bad back problem. IME asked him to walk but room was so small he could only walk 3 steps, when he went to PT they made him walk down a hallway so they could get a good view of his limp, the IME had him take only 3 steps

They didn't know what they were doing. Didn't appear to be a doctor. It was very unprofessional.

It was in an industrial. It was a room with a desk in it.

examination room was set up in a hurry, not a regular exam room, all docs saw him at the same time, no individual exam

took 45 minutes to get in at Harborview Medical Center

"It looked like an old World War I office"

It seemed a little sparse. They didn't have any magazines.

Seemed like a very small, quick-rented place to do business. Fly-by-night operation.

"It was a little dive downtown."

It struck me that it was a business office, it didn't have any medical instruments, not like a normal doctor's office.

It was a small office receptionist was friendly

Some of the testing instruments didn't work (Test on hands)

It looked like a gym.

very old and dated, very old exam equipment, very old exercise bike, electrical probe equipment was dated, electrical impulses raised patient off the exam table, this dr has only L&I exams, the dr speaks very poor

It was just a hole in the wall

Seemed like they just moved there.

Felt like was in back-street abortion clinic.

It was a very low scale examining room. In twenty minutes it could have been changed into a business office.

The fact that you have to stand outside to wait to come in. You have to wait to the receptionist shows up. OK once you got in

It was a very cold atmosphere, not like a regular doctors office;it wasn't welcoming.

"It looked to me like it was a remodeled motel room. It was not a professional looking place at all."
was in a warehouse, not a regular dr's office, insulation and wiring showing,
The prior office smelled. This one was ok.
Recalled that it didn't look like a typical examination room. It wasn't a set up examination room.
not a doctor's office. An examining table, but didn't seem at all like a dr. office. Seemed like a business office.
For lack of caring of the doctor it didn't seem like a professional office. Waiting room only 3 chairs. Small desk, no filing cabinets, nothing like you would see in a regular office.
Because it was some other type of office, maybe a dentist's or chiropractor's office. It wasn't a regular doctor's office.
very different than other exams, took her to 4 different conference rooms
The exam room was a conference room and not an examination room.
The office was kind of old
It seemed that they ran people through there like a herd of cows.
It was a building in a parking lot by itself; house converted into an office building
when she walked in there was nobody at the desk for over 10 minutes, people walking all around but no one acknowledged her

Positive Comment

"It was clean...it looked like a doctor's office."
The receptionist, doctor and x-ray technician were communicating well about her condition.
It was alright.
"it looked like a doctor's office"
Functional office
"it was at a medical center"
It was like a regular doctor's office; everyone was friendly.
average office
"I didn't have any expectations...it was a doctor in a doctor's office"
"a doctor's office is a doctor's office."
It is in clinic next to a hospital
"I have been going to Dr. Shenkar for 15 years. His office staff is very caring and...Dr. S is very professional himself...very black & white...this is what it is and here is what we'll do."
It appeared to be very professional
fancy place
It seemed like any other doctor's office
They were nice & it was pleasant
"It seemed clean...everybody seemed to be knowing what they were doing."
It was just fine
It was good.
It was a regular doctor's office; he's a well known doctor
The receptionist was very nice
It was a standard doctor's office. He was a regular attending physician. Would see him again.
It was clean and everyone was nice.

looked like a drs office

"it was clean...just like any other doctors office."

It was fine.

"It was nice and clean."

It was a professional medical office

It was typical of a small clinic, there wasn't a lot of medical equipment.

They were very professional. Nothing was done on a personal basis.

Looked clean. Nothing seemed out of the ordinary...like a regular exam room.

"it was very clean."

"It was very clean and neat. It was comparable to the exam rooms of the doctors I go to."

It was ok.

It was a standard examination room, no different than attending physicians office.

Office was passable. In process of moving.

Been to quite a few offices, it was good, except they forgot about me.

It was professional.

It was a professional medical office

It was a regular doctors office

They were all in professional medical buildings

It was a generic office with not a lot of equipment. It wasn't a doctors office. It seemed like they had just moved in, very temporary.

Over and above.

The IME office was OK , The testing facility was awful, rips in furniture, old, outdated equipment, dark cluttered, stacks of paper

It was standard, clean and comfortable

Exam room in back with all the required equipment. It was casual.

Professional

It was fine.

It was a standard office

It was nice but pretty empty; not much there; a chair, a table and an examining table.

Professional

It was ok.

Everything up to standards would have expected.

It was ok.

"it looked like a doctor's office. The receptionist was courteous."

It was a neat, clean office; Typical doctors office

It looked like a regular doctor's office

"They looked like they were well set up for it"

They were prompt and clear about what would happen in the exam

It was fine.

It was a doctors office at a professional medical clinic

It was normal.

It was fine

It was very comfortable

They were very professional and knew what they were doing.

"A doctor's office is a doctor's office."

It was like going into a doctors office

yes

"It was just like any other office...we weren't disturbed...it was very professional...his attention was to me."

it was "clen & neat. They greeted you when you came in. They did treat me with respect."

It was ok.

It was a nice office

Dr. Wouldn't Answer Questions

Neutral Comment

Didn't really have any.

Didn't ask any questions

didn't have questions

Didn't have any questions

Negative Comment

They'd ask a question , IW would give an answer and they said it was not related to the injury. It was an answer they didn't want to here. It wasn't an independent exam.

she was not satisfied with his questions

The third doctor asked no questions (the neurologist)

exam lasted 3 minutes only

don't feel that rating given was accurate to describe disability.Felt was low.felt dr's judgement off.

they did not have enough info, she was not allowed to explain, she did not have the time for her

Told dizziness had nothing to do with injury. Almost fell off table.

the dr should have known more than he did and he should have given the patient more time to explain

asked enough questions about problem but did nothing to explain lack of motion experienced by the patient

"I was not allowed to ask any. I tried and they siad that this was just an examination and I was not to ask questions"

I was shunned off when I asked a question. They avoided answering a question by asking a question

Not given opportunity to ask questions

when she went in for the exam she knew she was being tested for but they did not answer her questions she called back numerous times to get a report it took over 4 weeks to get any answers. Suddenly her checks stopped coming

It was their ballgame & IW didn't ask any questions

She was afraid to ask anything.

"the doctor stated at the beginning of the exam that they would not answer any questions."

I was too stunned to ask questions due to the speed of the examination.

only answered the questions the dr wanted to answer not all questions

He didn't ask enough questions. Felt like assembly line.

The process was pretty generic; they were doing their job and that was it.

told her she couldn't ask questions all questions referred to case worker

dr.s not interested in any patient questions only interested in getting the IME over with

he asked no questions, took time off work for an incomplete exam, very unhappy with the exam

he mentioned the patient was a muscular man and the dr didn't understand why he was there

no, they were not interested in patient info, had a preconceived opinion of patient condition, asking questions and listening to answers are two different things

NOT AT ALL

There was nothing asked by the examining doctor, very cold and very quick.

ask her no questions, took her longer to complete the questionnaire than it took for the dr to exam her

He asked yes or no questions and he wouldn't let me explain anything. He was very thorough

Doctor didn't ask enough questions and she wouldn't let IW answer her questions.

The first doctor did not

Doctor no. 2 didn't ask any questions.

not allowed to explain anything dr only referred to history, patient not allowed to explain how she was

There wasn't enough time

very rude, just moved his arms would not listen to the patient about his problem

One doctor asked enough questions nad one doctor didn't ask enough questions

he asked questions that were not clear, did not ask all important questions

I don't feel the doctor was even the right doctor to see me for my problem.

Doctor didn't listen to IW

The pysciatrist did not ask enough or the right questions. Couldn't tell what the psychiatrist was trying to determine.

dr had preconceived notion of problem and so asked only those questions, did not ask enough to get to real problem, symptoms vary for this patient

Taped everything that was said; too impersonal; felt like he didn't know what he was doing; very old and didn't understand what I was saying.

Questions were brushed aside

Just wanted to get out of examination so didn't ask questions.

"I was not given the opportunity to really ask any"

did not have a chance to ask questions, felt completely rushed

was told swelling would away and it has not,

"I was too intimidated to ask questions."

Feeling they didn't want me to answer questions

given the short amount of exam time no, could not tell patient why she wasn't getting better

He didn't ask me if I had any questions. L and I person told me not to ask questions.

would not give a final diagnosis

Iw was told she was not supposed to ask any questions.

Didn't undersand what the IME was at that point.

Didn't inform you about a laSEr surgery option that would have reduced scarring.
First doctor answered questions second doctor did not.
He didn't give much of an answer to my questions
They wouldn't answer any questions.
Not to IW's satisfaction
should be referred to the attending but they don't
asking and listening two different things, not answered to patient satisfaction
Not all IW's questions were answered
not allowed to ask any, could only answer dr questions
One sided examination. It was a very degrading examination. People shouldn't be treated that way.
not allowed to ask questions
Wasn't allowed to ask questions.
"they don't allow you to ask questions"
Referred to personal doctor
she was told not to ask questions, speak only when spoken to
Haven't received any answers yet
I was referred to my regular doctor.
shrugged his shoulders
would not answer any questions "that's not why we are here"
IW was confused and she wouldn't answer any questions. Had a lot of questions and she wasn't nice about it. Had tears in my eyes, I was so upset.
Not open to questions
claims manager, her dr released her with 20% disability but she finally found out that IME said 2-3% disability in the right arm only

Positive Comment

For my type injury, they need to examine me
Concise and on top of the situation; real nice doctor
He got most of the right questions.
this is the fr who explained why she was there
to some degree
For the most part.
A little bit
To the degree of what I knew they were doing at the time.
Yes and so were my wife's
I just told him everything.
Mostly
The last one did
he was pretty thorough
He tried to answer them
Somewhat

Retired or Old Drs an Issue

Negative Comment

dr. was very old and not a good listener

first saw a rheumatologist, Dr. Karr, and he was fine, then saw dr. Snodgrass, a shrink, who made him come back for a written test, then saw a pulmonary disease, dr Smith, who told the patient he got to decide if the patient was to stay on L&I, (not good

Inadequate Response to Questions

Neutral Comment

He looked over the body diagram only

Briefly

She was asked to write a paragraph comparing her home and work life before and after surgery.

He thinks the doctor filled it out with him.

Negative Comment

slightly, very briefly

The first doctor used tape recorder and recorded everything for L and I and the second doctor came in and just did nerve test and didn't ask any questions.

parts of the questionnaire went discussed with the patient, Dr. Aigner did not want to discuss the

He didn't review anything with me

patient felt questionnaire was completely stupid, the dr had all the records and he did not go over the answers with him anyway

Distance to Exam Site

Negative Comment

I had to drive to Kitsap county which was over 125 miles away

Had to travel 25 miles to appointment

had a 2 hour drive

It was a hundred miles away. Flew the doctor in and made me drive 100 miles each way or two hundred miles total. I was never compensated for the mileage.

It was 30 minutes away

Closest one to us; about 75 miles

could have it done much closer

It was long.

It was 150 miles each way.

It was over 50 miles to the examination site

one hour out of the way

was to far 50miles

It was 32 miles away

It was 65 miles

had to travel 75 miles for the exam

They made me go to Seattle; it was 137 miles for a 15 minute examination.

Hour drive

There was a closer location IW could have gone to

It was very far away. It took the entire day. Had to leave at 4:00 a.m. to make 9:00 appointment in Seattle.
Has difficulty traveling.

Had to travel over an hour each way; it was rather inconvenient.

I had to travel from the state of Minnesota to the state of Washington. Had to travel for 50 miles from Seattle when I got to the state, there was a doctor who could have performed test within 6 miles.

It was December, bad weather. Had to travel clear across the state. L and I paid for airline ticket and paid for cab. Was told had to attend appointment and if I didn't file would be marked uncooperative and wouldn't be awarded any funds at all.

They made me travel 360 miles to the exam. They sent me a plane ticket and paid for hotel and meals. They also paid for the taxi to go back and forth to the doctor.

It was 60 miles and waited in waiting room 2 hours and then told couldn't see me and I had to return at a different day. Never received papers from the state for the mileage.

It wasn't local. They did offer to pay for mileage. It was across town.

too far away

he had to travel 70 miles one way, he was terminated because he couldn't work but had not been cleared by L&I. L&I closed his claim. Got a job lifting too much weight so had to start over. Started with a whole new set of drs. Who could not believe the l

120 miles one way

Attending doctor scheduled IME, L and I wanted you to go to a different location that was far away, and closed case because you didn't go to there location that was an unreasonable distance

had to travel 50 miles

too far

It was about 40 plus miles away.

It was a hundred and twenty miles each way

could have been closer

too far to travel over an hour away

he lives in the valley appt was downtown

barely

With injury limitation 15 min driving time; Wife had to take time off from work to drive him to exam which was 45 min.'s away.

It took 3 and a half hours by car each way. & a total travel time of 7 hours.

It was approximately 30 to 40 miles round trip

Do not drive; a taxi voucher sent. Taxi was horrendous. Taxi driver was on cell phone the whole ride and IW had children with her. Far West taxi voucher was supplied by L and I. IW was very upset by the time she got to the exam.

Positive Comment

Closest one to where I lived

It was local.

L&I provided transportation for him

within 10 miles

No permission to Exam Requested

Neutral Comment

if you have any discomfort we will stop

Negative Comment

Physician had no interaction with me other than telling me what he was going to do.

Just was told not to interrupt doctor while he was talking.

The other doctor was waiting for the other doctor to arrive and then they just went ahead and did the exam.

Started with very little concern for patient.

Didn't question that they didn't ask permission.

explained a little before he started

He just said what he wanted done and that was it

He told me it would be tape recorded. Didn't ask me if I wanted to precede with it

Just told me what he was going to do and just did it.

He just explained what the examination was all about.

The examination wasn't sufficient to make a good diagnosis.

More like a thing I had to do

He just told me to do this ,do that , and then 5 to 10 minutes, I was out the door.

let's get started

He just started the examination on his own.

Don't remember.

He just started.

He did not ask me.

He just started the exam. He did ask if he could bend him a certain way.

just started doing exam -pretty much

No

He told me it would be tape recorded. Didn't ask me if I wanted to precede with it

She assumed that the doctor would examine her.

They just went ahead with it without asking IW's permission

He just started

He told me what he was going to do

He did not.

no

He just did it; assume he had permission just by being there.

Don't remember asking me permission.

IW can't remember. Was very unhappy with exam.

They didn't perform an examination. They just talked to patient and that was it.

He said he was there to do what he had to do.

IME Dr. Treatment Recommendations to Patient

Neutral Comment

The reason I was there was to find out if I needed to be treated. He asked me hundreds of questions and picked out the questions he wanted. He then determined that my injury was not work related.

Didn't talk about treatment. Unsure as to whether they explained that they would not be advising you about treatment.

I don't remember.
 Something sent in mail about it.
 He recommended treatment.
 Yes
 Dave Whitesall physical therapy
 He was only looking for the physical impairment.
 He recommended treatment.
 I already knew that.
 What L& I needs to do is have a medical advisor to help get the kind of treatment that was needed ASAP.
 He did not explain treatment recommendations
 She did advise attending physician
 I don't remember that. I think they taped it.

Negative Comment

provided thumb braces
 He recommended physical therapy.
 the dr. did advise the patient on treatment
 Doctor cold
 He did advise me.
 would not answer any questions "that's not why we are here"
 Told me nothing
 I don't think so.
 but it has been done in the past
 They did recommend treatment for the problem.
 The doctor said that he would not recommend surgery, so he did make a recommendation.
 He told me that there would be no treatment and what he was planning on telling L and I. That I needed no more therapy or surgery. It was a very quick examination.
 He advised a little on treatment options
 she advised patient to change physical therapists
 As his primary doctor, this doctor recommended treatment.
 He advised the patient on treatment recommendations
 the dr did make treatment recommendations
 recommended exercises which her dr told her would make her condition worse

Dr. Unprepared or Not Knowledgeable about IW Problems

Neutral Comment

He did the surgery

Negative Comment

Thought he only had information that I provided him at the appointment
 One doctor read the chart in my presence as if he had never read it before I got there.
 They had incorrect information

focused on knees not on the back, so later drs had no info on his back

One doctor seemed informed, First doctor did not

Reading chart while IW was waiting.

foot problem that they did not agree about but the dr had the last say. Did not consider any info from the bias against an injured person definitely not an advocate for the patient

He had the medical records and knew what was going on.

what they go on is very selective, did they understand his complete situation, NO? Based on other IME reports so the picture is never complete

Had two injuries, neck and shoulder and he knew nothing about neck injury, had no information given to him. They did not consider neck and shoulder as connected injuries and they didn't care. Treated me that I should deal with injuries because of my age.

Just reviewed information IW brought with her.

He read papers that were provided by the state and doctor

Felt the IME had made a biased opinion based on medical history that was not relevant to this case. Did not discuss anything with patient.

Informed but not believing information

He had not read medical records prior to appt.

Testing done the day before the doctor was unaware of

had to go back a second time because the dr had the wrong info in the patient

not very thorough in his exam said only 3% disabled when guy could not lift his arm above shoulder height, later dr. said 35% disabled

He didn't review any information, i.e. x-rays and primary doctors notes

one dr was knowledgeable about his disability, but two of them were not, they asked him to do things that he could not do and they should have known that if they had read the file, one dr even asked what they were going to do for his legs and Mr. Lissy was

commented on him "Like all truck drivers" nothing wrong with you go home and go back to work

Didn't seem to be aware of my particular injuries.

He didn't review case prior to exam. He went into exam blind. He told patient, he had records for 6 months and didn't have a chance to review them prior to exam.

Took x-rays with you to them

He read to me what was in the chart.

They had the information that was on file. Attending physicians office supplied them with records.

Asked a lot of questions of information he already had. Questions seemed redundant.

Doctor was in his seventies, appalled at age of doctor. The information given to doctor was recorded inaccurately by the doctor.

He didn't even know occupation or what kind of surgeries; Reading information during the 5 min. exam

He had basic paperwork and reviewed it very quickly.

they all had access to the files but asked him questions anyway

Had a report from attending physician.

He just looked at charts; was not aware of all the surgeries.

He had the paper work for the operation I had

I had to explain to him how I was feeling.

He knew only enough to know what he needed to do.

Look at most recent medical treatments, diagnoses and make a snap judgment.

The exam was only twenty minutes for both doctors, very cursory and quick examination

The doctor didn't appear to know anything about was going on. Just read from the papers he had there.

He reviewed report in front of IW. They seemed rushed.

He only looked at the notes and that was it. He was whipping people through his office. Exam lasted ten to fifteen minutes.

He asked only a few questions; wasn't much of an exam. A common person could have performed the same exam; waste of time

A lot of records were not there. He had no record of the two hand specialists I had been to.

"I think he want to help fix my shoulder."

Read some medical records

Two doctors; one was informed one doctor was not informed

Never reviewed medical records prior to appointment time. Reviewed them at appointment time and made patient wait.

He seemed to know a lot less than other doctors I've seen

Had to take papers with me and he only scanned the papers

Positive Comment

Mostly learned how NOT to aggravate her condition.

she felt like they were trying to find out if she was really disabled and not how much

He recognized my occupation as a sport and treated it as such.

They knew what was going on

Received medical information from attending physician

Discussion ensued so that he learned more about my case.

Patient Did Not Agree With Exam Findings

Negative Comment

Didn't agree with findings

the dr said it takes to heal but surgery was in April of 2000 and she is still having problems

Arms are worse than what they indicated; not any better than four years ago when I hurt them.

Report was contradictory to the opinions of the specialists that I had seen on my own.

exam was fine but result not fine

I still have impairments and am unable to perform my work. The IME physician did not establish that.

He came to the wrong diagnosis and because of that claim was denied

Did need surgery

Personal & Professional opinions were different.

"No, I think I should have gotten something for getting hurt there. I never hurt before until I pulled something at the job, and then they turned around and said that I got arthritis....always had it. The physical therapy made it feel worse. I got injured

She has written 2 letters of protest

With the exception of one

They don't consider permanent pain a permanent injury; just range of motion.

Positive Comment

Learned a few things you weren't aware of about the surgery.

Had he tested hands with a repetitive motion and then given test, the results would have been different.

At first didn't agree, now I do believe the conclusions.

Report Not Fair and Accurate

Negative Comment

It was one sided and contradictory

different from verbal report, she tried to take notes during the exam she was told they would have to photo copy her notes if she took any

It took a long time to come to a conclusion and during that time my hand got worse and I had to continue working before I could get the surgery.

not even close biased by all IME drs.

does not agree with L&I decision

paid very little to patient input about day and ability to perform, L&I put more emphasis on IME than 3 years of treatment, after the IME released to work as before the accident which is to drive an interstate truck, patient is still on medication and exp

It didn't seem to matter, because he was already approved for the surgery.

Doctor lead IW to believe it was something different and when you got report it was different than what he had lead you to believe

could not understand the report, not written for a layman

It was not an accurate report.

It wasn't accurate. Answers he put down was wrong.

on the last one

Told state different information than told me

as accurate as possible

the evaluation was done by a parttime community college student, the dr should have done the exam so he had first hand knowledge of limits and pain level, the assistant told stories about scammers

the bones are not the issue, her muscle is what is wrong, report does not mention muscle

Attending physician indicated that disability was a severe, 10 percent disability, IME doctor without hardly examining me gave me a 2 percent disability

limitations should have been higher

Not at all. The IME told her something during the exam and the written report immediately cleared her to be a cashier.

Absolutely not.

report was not consistent with attending dr report or subsequent IME, following IME was more accurate

was hard to understand. Should express more in layman's terms

condition is much worse than the report indicated

It could have been a better report

The doctor may not have been able to foresee the condition getting worse.

did not do a thorough exam, only part of the picture

Positive Comment

to a certain degree,

agreed with previous exams

Dr. Unprofessional

Neutral Comment

He was retired

testing took 4.0 hours, spent only 30 minutes with the dr

They weren't what I was used to as a doctor but they weren't unprofessional

Negative Comment

He just didn't know what was going on. Should have seen him more.

very hurried, did not take the time to listen, sense of urgency

Because it was impersonal. Didn't ask enough questions. Was not thorough in the examination.

He was still learning on the job. He was kind of young.

He only took 5 minutes for the exam, he had no bedside manner

did not treat a recent surgery patient properly, popped both knees

he could have been better

"He told me I was stupid. He wouldn't listen to me. He treated me like a number."

He was too cold and too quick

He didn't review case prior to exam. He went into exam blind. He told patient, he had records for 6 months and didn't have a chance to review them prior to exam.

acted like a know it all dr not a compassionate healer

very reluctant to start a claim, his explanation was that they generally don't start them

Very uncomfortable and was very glad the nurse was in there the whole time. Had a very uneasy feeling. No humanitarianism.

not at all, did not listen to the patient

First doctor was professional; second doctor was unprofessional

He was professional up until he started to perform the testing.

The first doctor was not professional; the second doctor was very professional

He seemed like he was in a hurry.

For the simple fact that I had so many questions and none of them were answered; no bedside manner; felt she was rude

All depends on what you call professional; he was just in it for what he was going to be paid

"He was very cold."

Appearance was sloppy and did not present self in professional manner. They should have been retired along time ago. They didn't look like they liked what they were doing.

IW did not feel he was professional because of the way she was treated.

Because they have a biased opinion. They are not playing it equally down the line. They have a good doctor and bad doctor at the IME

Felt like I was being ambushed

"He just didn't want to hear from me. He didn't give me time to talk. He spoke into a recorder abruptly and in a fashion that intimidated me. So, I felt like I wasn't supposed to talk at all."

Disagree with findings. He made comments that were derogatory and discourteous.

Low grade doctors who could not hold a normal position.

He was following what the state wanted.

He was rude, very abrupt, even though he knew I was in discomfort, he continued to examine me

Had two. One was, the other was not.

He was very indifferent and he could have cared less; it was a waste of my time;

"Not as professional as other doctors I've been to...they were on the verge of being rude...they were there to do a function and I guess that's what they did"

Seemed a little corporate

Because he was too old.

but not a good listener

The first two were fine and the neurologists was not.

Surgeon that did the surgery on shoulder always went over range of motion. The IME doctor did not go over the range of motion; very quick.

he seemed to have a set procedure would not deviate based on individual needs

Told not to interrupt. Tape-recorded examination. When patient tried to correct MD was told not to speak. very robot like, no compassion, would refuse to return if asked

Not professional because he did not come into the room open-minded. Seemed more concerned with just finishing exam.

In person yes. Report was inconsistent as to how he acted toward IW. Doctor was money motivated individual and was very self-serving. His report was incomplete.

First one yes, second one no.

One of the doctors was professional; the other one wasn't

I didn't think he was the right doctor for my injury.

Rude, injured on the job, yet treated like he was a liar.

He said to her "If you could make it feel better, would you do it?" He said he was going to review her chart and he never came back.

Medical doctor yes, psychiatrist no

One was rude

"It was rude of him to walk out of the exam and not let me know the exam was over...and I thought it was rude of him to not believe me when I said I was hurting."

They did exam on parts of the body that was not injured instead of the injured parts.

He didn't listen to my questions. He seemed very rushed. He invalidated the previous doctor's diagnosis from the day before. When I told him I could not do something, he insisted I do it and it caused me pain.

"they didn't tell me why I was there...I thought I was there to see a specialist about getting my back fixed"

She was a doctor who the insurance company had working for them

In the blandest sense.

Just out for the money

Because she took so long to see IW

"He was sent to sign a piece of paper saying that there was nothing wrong and shoo me away." The doc said that he saw the neck was hurt during the exam, but the state said that the doc said he was okay. "Unless I walked in crippled, the state wouldn't do

Not medically professional, not a good doctor, could have been in the presence of a car salesman, it didn't seem to matter.

He acted like a robot; knew the steps to go through and that was it; he didn't appear professional

Positive Comment

Doctor really professional and really knew what he was doing

Definitely

"I would imagine that he is professional because that is his profession" (Note: this man speaks Spanish and may have misunderstood the question)

He was nice

The last one was.

Somewhat. It was routine.

He seemed to be very knowledgeable

Incomplete Examinations

Neutral Comment

Nothing out of the ordinary

the patient did not know what they were looking for so he has no way to know

Didn't have an exam.

"Not that I recall."

did not do any x-rays, only a visual exam, not sure how he feels

To an extent it was complete

Negative Comment

looking only for his preconceived problems, measured his legs to match in size when in fact they don't. Again dealt only with preconceived notions

Too much paper; not enough time for him to look at all the papers. Hard to do a thorough exam in twenty minutes.

did not refer to any medical history and asked no questions

she thought he was going to look at muscle but he only looked at bone

He came to the wrong diagnosis and because of that claim was denied

mostly just talked and looked at scars

It was not thorough Different results from physical therapist findings from two weeks prior.

It was a very cursory exam.

was aware of L&I reaction to his rating scale for her and wanted to make sure L&I did not give her any trouble, L&I would make her see more drs.

parts of his body that hurt that they did not examine but these parts were included in the report

question about x-rays, dr recommended a work up on her wrist which was injured in a fall and had previously been examined

They didn't really find out what was wrong.

should spend more time with patient

further injury to her back because of the exam, damaged her morale as well

They did not give me a strength test comparing shoulders; just that it was weaker and could expect that it was always going to be weaker and not to expect to be whole again; no referral for physical therapy.

There wasn't much to the examination

It was adequate, but I believe he missed some things.

The test given was not conclusive

They never performed an exam.

"He didn't ask me enough questions about what was going on about my arm."

did not ask enough questions to be complete

Did not read the MRI. Did not read the chart until he was with me.

It didn't seem they could tell by the movements they asked injured workers to do. L and I doesn't seem to care about pain. Was off three years because neck injury was not diagnosed; said had carpal tunnel syndrome after fall and didn't diagnose neck injur

sometimes yes sometimes no, some just too short, some interviews only no exam

It was a cut and dry examination. There was no feed back from IW

was not satisfied at all with the exam, he did not ask enough questions

Pretty tough for a complete examination with 15 min with the doctor

some tests (typing speed) were completely unnecessary to this arm, his injury was in his back, more money spent on testing, felt like the dr ran up the test bill

Pain & Discomfort. Following the examination had swelling.

refer to remarks about taking only a few steps which would not allow the IME to make an accurate diagnosis

yelling by the dr, they made him feel degraded through the whole process by being impersonal, trying to prove patient was exaggerating

It was in and out and there wasn't enough time to have a problem. Gotten better treatment from a car dealer.

when the dr moved him it was very painful

the dr had no equipment to determine physical capacity, no test of limitations

had some pain, had to take medication

very frustrated with having his words twisted by the shrink, dismissed as being crazy by all involved

a great deal of discomfort

You cried during the exam; They rejected you many times and I was suffering for along time.

Felt dizzy and almost fell off table.

A little verbal abuse

a lot of pain during the exam

It wasn't an examination

too short to be complete

lots of pain due to old exam equipment, all tests were excessive

should have taken longer, could not be complete

When they told him to bend over, it was painful.

Pain, increased numbing as a result of what he had me do.

Hurt the whole time and was very uncomfortable due to the pain I was in.

Except for the taxi ride from hell provided by L and I

Thought the doctor was fantastic;had a sense of humor; wasn't stuffy like the first two doctors who performed the first two IME's

IW had discomfort with the examination; limbs were tingling and that wasn't evident to the doctors. More a mental discomfort than an actual pain.

When he moved me and I had pain

When I was asked to do a couple of things, I felt pain

med records said was not fully recovered because patient was lazy and not motivated, she avoided the patient when the patient asked for an explanation. Patient had financial motivation to get back to work and not to stay on disability. She is very angry

Was in terrible pain during examination. They thought I was malingering

Uncomfortable when they made me do things I felt like I shouldn't have to do.

she felt the dr was trying to prove that she was not hurt instead of trying to find out how hurt she was

had a problem because the dr had another appt and left him hooked up to machinery that the technician did not jknow how to operate

Only the pain of the needles.

No...just discomfort with her hand

Movements were painful

Only because they had a doctor who practiced in the area of my problem

They walk in a circle and kick a couple of times. It's a joke. And a waste of money.

The pain from the range of motion test and the rudeness of the first doctor

It was of a lower caliber. Not as good as my ortho surgeon.

Having to sit so long prior to exam was excruciating.

"The pain when they moved my legs and stuff."

When the doctor bent my shoulder to far

Sometimes the way he moved my hands a little bit of an electrical shock

My thumbs got sore.

emotional and physical pain

Hand kind of hurt afterwards because they tested reflexes.

"Worse because you were not allowed to ask questions"

A little discomfort.

Pain and discomfort

It wasn't an exam, just a talk, she never looked at arm injury, she just told me about boyfriend who had a similar injury.

Certain tests did cause pain & discomfort, doctor warned IW of potential pain and told IW could stop.

She was "treated roughly"

Don't think exam was thorough enough and that he came to right diagnosis; still having occasional

"I was shaking when I went out of there.

unnecessary pain

The waiting problem

the attending dr was there also to learn and so the two drs spoke and excluded the patient about patient related questions

Satisfied with examination, but not with results. He was doing what the state hired him to do. Can't blame the doctor.

The examination was fine

Just pain

a little uncomfortableness because arm was still tender.

The doctor wanted a call back after the patient saw the specialist....this was beyond the call of duty,

Unnecessarily painful.

Felt a little discomfort in hands

Had to perform tasks that were very uncomfortable and painful.

very old dr and did not seem to be up to date on current medical, very short appt. (3 min), the appt was an interview not an exam, no blood pressure, no heat rate no exam at all, I felt like I was on trial because of all

the questions, trying to decide if

They weren't very clear about what they wanted me to do.

not 100%, dr seemed to want to close out the claim without the patient being 100%

see previous explanations, after this exam the patients dr found a ligament tear, perhaps caused by the L&I

Not as comprehensive of an exam

Doctor very considerate of feelings about examination

They didn't know what they were doing as well as other doctors

dictation machine used during exam does not include complete comments of the patient, they cut you off mid-sentence and then the comments are misused.

Very sore and it hurt quite a bit.

Felt it was incomplete compared to other exams

Forced into movements couldn't do and questions were not answered. Too fast for IW to state any facts about the condition you were in

It was a very fast exam

IME are bad! Attending physicians and specialists conduct a better examination.

Rushed through exam.

"it was shorter. They wanted to get in and get out."

"I was not physically examined...I was asked questions, but no one examined me."

They are not personal

"The medical doctor and neurologist did not understand my kind of injury. It would have taken an osteopath to understand my soft tissue injuries."

It wasn't even an exam. If it was a doctor that you had to pay to go to IW would not squander his money on

Felt like the doctor was kind of rude. The office staff was nice, but they weren't his office staff because he was just using the office.

This exam made me feel like I was being judged. It was very uncomfortable.

Positive Comment

she was well treated

Very simple and very easy exam. The exam took no longer than 7 or 8 minutes.

Because it very focused.

Only because it was painful. But I got what I needed out of it.

My doctors don't cause pain in their examinations, don't exceed limits of what I can do.

Because of the office used for testing

They did a quite thorough exam.

"a little more thorough"

As far as an IME could be - Yes.

I did everything he could do.

Some what complete

More specific on one item. The doctor knew what he was talking about.

Very plush and professional office

There were two doctors so it seemed more thorough.

Evaluation or Complaint Process

Neutral Comment

Not dissatisfied with anything
 Not dissatisfied
 He was not dissatisfied
 She was not dissatisfied with anything
 Wasn't dissatisfied
 Not dissatisfied
 Didn't have a complaint
 Not dissatisfied
 not dissatisfied
 Not dissatisfied
 Not dissatisfied
 He was not dissatisfied
 I wasn't dissatisfied.
 He was satisfied with everything.
 Don't remember
 He didn't answer all my questions. I wrote letters and told them I wasn't happy, but they never wrote me
 I was not dissatisfied. The entire process of getting the IME was inordinately long.
 He was satisfied with their findings
 Not dissatisfied. A little concerned about the length of time to close the case.
 Don't remember.
 was satisfied
 Wasn't dissatisfied with the exam
 not dissatisfied
 Wasn't dissatisfied

Negative Comment

"I didn't know I could."
 called her case manager and complained but was not told of a formal complaint process
 Written a letter
 told caseworker
 "I didn't think it would have changed anything."
 Didn't know you could.
 I didn't know I could. I was not unhappy with the exam. I was unhappy with what happened after.
 Didn't know could file a complaint with department
 he would file a complaint if he had any problems
 told his lawyer
 Didn't know I could

Said something to claims manager and regular doctor.

Was never given that opportunity

Didn't know could
she hired an attorney

I didn't know I could.

Verbal complaints with case manager.

Handling all complaints through attorney.

He didn't know that he could.

"I didn't file a complaint because I didn't know you could."

I wish I had asked to look at my file. I wondered if they had all the results of the tests. I wish I had watched out for myself more.

Went straight to an attorney

"I didn't know I could do that. At this point it would not make any difference anyway...I've already been done the way I've been done."

"I didn't think it would do any good because my case manager, Sharon Skarr, was so bad. My attorney said that she is so bad, he wouldn't take my case. Another attorney said that they are trying to get a class action suit going against her."

Haven't filed it yet, but plan on filing it very soon with the governor of the state

Wanted to wait and see the IME

claims worker accused him of delaying closure of the claim by delaying an appt. Patient was not delaying was just in too much pain from an exam 5 days earlier. Talked with his attorney

I would have talked to them one on one

Let my attorney handle it, can't deal with the claims manager.

"What's the use after getting the run around"

"I do all my work through my attorney."

Noted with attending physician because previous reports filed gave no response.

45 to 60 days after the exam

had to get her own x-rays, she did a lot of running around for the IME for records

Her husband called Dr. Shankar to complain.

Have been using an attorney instead

Called and talked to claims manager

"I didn't know you could"

dissatisfied with the report

She was told by the doctor that "that was it...there isn't anything else I can do."

"I'm not one to complain"

I didn't know I could file a complaint.

I wouldn't know who to file it with. My claim manager was never there. She finally told me the claim was denied.

"They sent me threatening letters saying they were going to cut off any money they were giving me..I felt like it was harassment and I wanted to get away from it."

He filed a claim to reopen the case and its with L&I Board of Appeals

"Dealing with state is an aggravating process that I didn't feel like writing an appeal...it would be a waste of my time...The more of a hassle they make it, the more people will bypass the state and use their own

insurance to pay for it...I think that is what

Filed a complaint with claims manager & L and I about the report and the actions claim manager took because of IME. Had to file another complaint a month later because they terminated benefits a month later.(Happened twice)

"I didn't know why I was there. I didn't know I was going there to find out if insurance would be paying for unhappy with rating., incomplete exam.

Didn't know I could

Did not know that was a possibility

You wanted to be off L and I; just ready for it to be over with.

he thought it would get better so no

"it don't do any good...that's a black hole over there...Olympia only does what it wants to do."

Didn't know I could

ask for another appt

"I figured that it wasn't worth it...they knew what they were going to do before I even walked in there."

Didn't think you could

Didn't know I could, If I had known I could, I would have. I complained to my claims manager.

Didn't know you could file a complaint.

Was not informed that you could file a complaint

I didn't know I could.

Didn't know that I could file a complaint

Positive Comment

He was not dissatisfied...he has had a good experience with L&I

Was satisfied

Suggestions

Neutral Comment

That the IME be performed shortly after the injury occurred...not 1.5 years later

More thorough examination.

Your personal doctor should be present during the exam. Someone should be there to represent you, to explain what's going on, and to help you explain and understand what the IME doctor is saying. Unless a person has an advanced education, they can't ad

"I got the impression that it was just an assembly line deal...the doctors came in, didn't want to talk to you...the exam was a farce...the neurologist that I saw after the IME, his exam was far superior..I spent an hour with him, I was only in the IME neurolog

"they need to allow the worker's input also (during the exam) , not just see if you can move your arm. My hand was numb, they didn't care about that."

"Be more sympathetic..try and find out what bothers you...I used to do a lot of thing I can't do today....I wish I knew why..." The doctor told her it was just her age.

"They should have outside doctors sit in on the exams. Someone other than doctors who are paid for by L&I should examine the patients"

L&I shouldn't make people wait for 6 weeks after the injury before perfprming the IME..."if I hadn't waited 6 weeks after the injury to be treated, both doctors said that if I had had my surgery 6 weeks earlier , I wouldn't have had so much permanent damage

"Make sure the doctors actually listen and don't call us stupid...be professional, but human. You can't consider everybody a fake."

"make them true examinations and not a 10 minute process whenre you don't get a fair exam. When they comment right in front of you that the insurance company just wants a rating, it's disheartening. 10 minutes is not enough time for 2 physicians to exam

A little better explanation as to why you need an IME from L and I.

Get rid of the second doctor I saw. That the doctors doing the IME are provided with all of the medical records and not just some of them prior to the exam.

Wish you didn't have to go to so many doctors to find out something you already knew.

It shouldn't be so long; it was 3 hours for exam; made you do a lot of stuff that didn'e pertain to my injury; it wasted my time. By the time my exam was finished, I hurt worse than when I got there. The things they made me do were difficult and they enco

Make sure they get all the information; let patients speak and explain their condition to the doctor

Get more doctors like this one

The time lapse situation seems lengthy

Should get with the patients more and tak to them more. IME doctors don't spend any time with the patients.

Schedule a little more time between patients so the doctor has more time to ask better questions and you have more time to think about responses

Make it a little more honest. They should use regular practicing doctors instead of retired doctors. They should review case file before patient comes in. Only one doctor read medical history prior to exam. Patient very bitter about the treatment from the

discouraging to have to wait 45 minutes

dr needs to spend more time with the patient to fully understand the injury, she had a very short appt. She believes he did not fully understand her problems

Nice if case workers were more accessible. Form letters need to have more explanation. You shouldn't be forced to fly somewhere to get an examination.

Have doctors who have specialized background in area of injury perform the IME

the dr needs to read completely the patient's reports and histories so he is as informed as possible, do stick to being a dr, diagnosis, do not be judgmental, cassette recordings can be used against the patient please use that tool correctly,the entire pr

Location of the IME exam should be closer to where the IW lives.

let the attending physician do the IME, let someone with a history of the patient do the exam. Dr. Green said his back would go out with or without working, hpw could he know. He went to the state for help and got none. On depression meds, if the state

more than a three minute interview, needs to be an intense exam, need to be more thorough, this patient had a broken neck and L&I cut her off. She missed her opportunity to sue because L&I dragged on too long

The doctors should treat all the patients as though they are actually injured and take into account the depression that comes with the injury and loss of income, etc. The injuries are devastating to families. They shouldn't approach every IW as a malinger

They could have better doctors

I should be able to see the IME report. There should be better response from the Department of Labor and Industries. Actions should be more timely.

The timing of the appointment should be discussed with the patient for covenience. The examination should be more thorough; Doctors should be more informed before they see the patients.

You should get rid of it. The system doesn't work.

To stop using the select pool of IME doctors. They are known in L and I circles to be only interested in declaring the injured worker able to work. Before last two L and I surgeries, IME doctors incorrectly found me able to work. In seven years, I have ne

It would be helpful to have an opportunity offered to me to look at my file.

the report referred him to a parttime cashiering position he had 10 years before while working his way through college, L&I did not offer to re-train a college educated person L&I wasted a lot of time and money to tell this guy to work for \$5.75 as a cash

the IME is working not for the patient but for the system

exam seemed smooth, the verbal info did not match final written report, he was told by the dr 34% disability but report said 17%, info should match

Trust the injured worker; Feel like current doctors are working for the state.

Clean house with Labor and Industries and get rid of everyone and investigate them. They are crooks the way they are currently running the organization. I will campaign for anyone willing to change the Labor and Industries.

A long time period for the whole process to be completed.

Stress to have an IME done by the attending physician

Need to be a little bit more considerate of the patient; Someone should be there for the Injured worker to help us. Paid insurance premiums for 26 years and when you are injured money isn't there when you need it. Totally disappointed with system.

"they should let the injured person have some input on who examines them."

They should be more specific and provide better communication and make sure IW knows what is going before the case is closed

The exam should pertain to the actual work injury. Not just a general medical exam.

Went pretty fast

Knee injury IME referred to in the responses to this questionnaire and not shoulder injury IME. IW had two different IME's. Have Local examination and if do have to be out of town for IME compensate people for gas money and lost wages

need to show more patience, take a hard look at the injuries, not just the physique. This guy has a good build so they dismissed his shoulder injuries. Told him he could be a parking lot attendant. Did not help him with his injuries. On the track to be

"I would have the IME at a regular doctors office or hospital."

suggest mandatory second opinion as a safeguard.

The door was so heavy she couldn't open it. Felt guilty that she was there. Her friend took notes. The doctor was unhappy with them taking notes. She was really offended. She felt badly when she left.

Suggestions to improve L&I - getting to the IME was the problem. It took too long. L&I bounced me from one manager to another. They closed my case without telling me. I had to fight to open it again. The department should be reorganized. They assume

The process is ok, but you have to look at each accident differently. You have to look at each individual and look at what has happened to him or her. How you handle that type of situation, I don't know. I would have complained had I known I could.

It worked smoothly for me.

follow up exams should be scheduled with a different dr than the dr who did the surgery, he feels the surgeon was not objective, has not healed properly and another dr may see that but not the surgeon. Claimed there was no disability and closed his file

squeezing her hand was not enough of an exam to determine level of disability, exam needs to be more thorough and complete, could have done a later exam, contacted an attorney but was told her it was too late, surgery permanently changes a persons condition

Let the patient know that an IME is REQUIRED...this was never communicated from L&I. L&I should communicate more with injured people and make sure that they know that they have to have an IME.

Use friendly, professional doctors who make you feel that you're not the enemy and who make you feel comfortable. Doctors who enjoy their jobs and who aren't retired.

do a better job of explaining the purpose of the IME, she had one and then another was scheduled for no apparent reason, very impersonal, communicate better

Attending physician impairment examination.

this patient speaks no English so his son interpreted the survey, in general patient very exam was inadequate and the dr did not take enough time or did not care to get at the heart of this patient's problems, they disagree about the level of disability

The IME Process needs to be truly independent and accountable to both parties.

he has not heard from L&I since the exam in Novmber and he knows the dr sent a report. He knows that the dr set an impairment rating. State is very slow to act. He had to fight to get claim money from the state. State could show more concern for the wor

previous exam not nearly as professional, previous L&I exam not a good exam but this one was fine

drs need to know more about the patient, take more time to find about the patient, the L&I dr can make or break you, the future of the patient is in the L&I dr's hands, so please impress upon them to get a better feel for the patient, don'tmake the patie

take more time, do a more thorough exam, patient did not feel that the dr asked enough questions, cannot afford the treatment on his own but definitely needs treatment

his company hired an intermediary, need to suggest taking medication for after the exam, he really needed some and the IME would not provide

dr should be chosen by the patient and his dr this will help eliminate L&I bias

"It is biased. It should be more neutral. It is biased toward L&I or the insurance company."

"The doctors need to ask the patient more questions and do a more thorough exam."

choice on drs and clinics, be more open and use not L&I clinics and drs only, this dr worked for L&I and not the patients

Give the people a little more notice to make adjustments to their schedule for IME exam. Three weeks notice to cancel was not enough time.

The entire process needs to be shortened. It takes too long to get help.

They call you in advance to set up the appointment. The scheduling process was difficult because of work schedules.

The last doctor who did the IME is the kind of doctor you should deal with all the time. He was professional and caring.

Don't think doctors should be paid by the state because it is not independent. Let IW pick doctors from a

To hire other independent doctors that will provide a true independent assessment of condition.

There should be an activity given to prompt the hands to flare up or to be healthy. A proper examination should be given.

To make sure doctor doesn't over schedule patients and he has enough time to give a thorough exam.

Doctor needs to be the one to give final because they know the condition and treatments for the IW.

Better communication from L and I office, people didn't call me back; Better paperwork handling.

Shouldn't have to drive that far; Doctor should review the documentation. All documentation from the doctor given to L and I should also be given to the IW. Consistent information given to IW and L and I.

They need to provide quicker service. His injury could have been healed if they would have moved more quickly.

Let you go to own doctor or pick your own IME examiner

"If a person gets hurt at work, they should provide some money for the pain and the trouble they went into. The pain was so severe that the doctor had to give me pain pills."

Better communication. More availability of claims adjusters. More knowledge on the part of claims adjusters to know when someone is really injured versus faking.

Better explanation why you are going. Need to make it less frightening.

Honest doctors; longer examinations; doctor review entire case file;

Let patient explain whats happening instead of looking at it from a medical point.

Don't pay the doctor until the patient is better.

Be more attentive to what patients are telling them.

Claims Manager Sue Calahan was excellent! Went over and above what was expected

It worked fine for me.

Find doctors that aren't just in it for the money.

They need more of an exam to determine the extent of the injury.

Get younger doctors.

"An inspection of the facilities should be done."

IME should be done by physicians familiar with the case, all of the history should be evaluated. Not fair to make decisions based on one quick exam. Should be patient's choice for IME dr.

L&I refused to treat an eye injury that L&I said was not work related, looked at the wrong report took weeks to get it straightened out. The substance in his eye is a product of his work. L&I still refuses to pay. The patient's company too close to L&I,

L&I's decision was not fair, the IME conclusion said it appeared the old injury was re-activated so L&I won't pay, which makes no sense because if it is work related old or new L&I should pay. Got a call from his dr today telling him that L&I has not pa

took 3 months for L&I to approve surgery for this guy who was in a lot of pain and could not work, need to speeded up process for those who have a treatment or cure plan

dr. 1 was great (the talker), dr 2 was not thorough, left you wanting more. Dr 2 was short and abrupt, spent twice as much time with dr 1 talking as with dr 2 examining

very professional dr.

Get the state MD's out of the exam process; they're obviously biased. They have their minds made up before they walk in the door. They need someone impartial to do the exams.

very unhappy with the surgical specialist, said different things to the patient than what he put into the

"Tell the person why he is going to the exam. I thought I was going to see a specialist"

"I don't know where to start." They send these out for bid, so the cheapest doctor gets the job...they say they're independent, but are hired by the state so they lean toward the guy paying your bill...the exam was not independent...I had no choice in the doct

Talk to patients that are experiencing pain and find out what is happening with them--not only with respect to their pain, mobility, etc, but to change in lifestyle as well. Like many pts, he expressed the feeling that the MD just wanted to complete the

dr needs to spend more time with the patient, should not close case without notifying patient beforehand

"They should let the patient request the type of doctor that examines them. They would not allow me to choose an osteopath. I was only allowed to see a neurologist, an MD and a psychologist."

"make the paperwork a little shorter. There was a lot of paperwork to fill out."

1. "allow for scheduling snafoos. When you have kids and the other parent works, you need to allow for rescheduling." 2. "allow for questions ." 3. "

"More communication, more professional treatment by the doctors...the IME was real quick and unprofessional..it was get you in and get you out...NEXT!"

the process is so long and cumbersome, a subtle form of harassment

"Spend more time with the patient...and have more than one exam. The doctors only spent 10-15 minutes with me...half an hour total for two separate problems."

the IMEs need to be more prepared, need to do more research before the appt. This guy knew nothing about me made me feel like I was scamming the system

"not have L&I pay for the doctors..I know the doctors are paid through L&I."

dr very obviously biased toward insurance companies

"They need to get specialists involved , rather than the mediocre, run-of-the mill doctors they've sent me to in the past."

Doctor just wanted to get the exam over with. Pt did not feel that he was treated respectfully.

very straight forward process

dr did not believe this patient's comments regarding her pain and injuries, very hard to get people in the process to believe, prejudiced against people, need to have more trust in people
There should be two doctors performing the exam. The process was slow - I had to complain. It seems like I was forgotten for a few months.

The last exam was fine, but the first time, she was in a room with four people who never said a word to her. She felt like a specimen and she never saw anything.

the patient should have access to the report, it should not be kept from, what are they hiding? During 6 month period she had 4 claims mgrs. L&I needs to communicate better

need to consider the employee when making the appt. Employers are not happy about IMEs, really give the employees a bad time about missing work. Her IME appt came out of the blue.

Get some doctors who know what there doing for the type of injury

felt like it was like a lynching.Felt like was not believed.

Let the doctors make decisions on how injury should be treated and let them do the treatment without going through hoops

knee was injured, dr report to L&I said patient brought no reports or MRIs which was a lie the patient brought with him a full set of records. L&I continued with him when he came down with pleurisy. Claims mgrs very stressed at L&I

office should be a medical settingthe results should be given directly to the person examined. Solutions (suggestions should be given)

see the same physian every time Dr. Shaks again

would like to see a report, out of the blue several weeks after the exam she received a settlement check in the mail without an explanation or without having seen a report, just closed her claim. No report no explanation, she had no idea a decision had be

very happy with exam process but not at all happy with the claims process took 5 months to respond to his first claim, cliam was closed too soon, took over 5 months to reopen claim

L and I scheduled her without telling her in advance that she needed to go to the dr. Her claims manager was cold and rude and made her fell very uncomfortable and she had to keep calling back to get answers

better info to the patient prior to the exam, this patient did not know about the impairment rating until after the exam, feels like he did not have enough info going in

do the IME quicker so they can get the right info

Pleasantly surprised at how smooth it went and how well run it was. (Seattle location)

eliminate this dr from the list of approved drs.

had to wait too long time to get into physical therapy

The following complaint is for an IME this patient had done for his knee, the IME for the survey was fine. the IME said he was only 9% disabled but was actually 34% disabled based on the surgery that he had. Was on crutches for over a year. The dr. had

L&I was set up to protect workers and has turned into a bureaucratic mess

Not really but they need more compassion

exam needs to be more thorough, dr gets paid the same if he does a good job or not

"Take more concern in what the person who actually had the injury had to say."

have more empathy for the patient, we are people, not every one is faking some people really are hurt, don't treat everyone as a scammer, acknowledged pain but they would not associate the pain with her work related injury, the settlement was based on a w

Doctors need to slow down and to understand that they are dealing with people who have feelings and The doctor communicating in a way that the average person can understand.

Don't why they even have it. If you have two doctors who have already rated your disability, why does state have to reexamine it just to beat it down.

All medical options should be explained.

it took L&I over 8 months to respond to his initial claim so he had his first surgery was done through his private insurance by the time L&I responded and his second surgery was scheduled through his private insurance by the time L&I responded so he went

They need to explain the process better including your actual rights. Not currently happy with current system. Informative from the first time someone puts a claim in to the very end.

the medical exam was fine. L&I is a different story, way too slow. This patient was "shoved under the carpet". Correspondence leaves a lot to be desired, he is not getting any correspondence. IME in Dec. ordered an MRI which was not scheduled until April

be more willing to open claims for injured workers, takes too many steps to file a claim, this dr refused cannot think of anything

There should be more than certain doctors. There should be a panel of three doctors.

IME should not have a bias against the patient, should be an independent exam, had to go outside the tri-city area to get an independent dr and an independent attorney after she did that her claim went much more smoothly. Her husband had a claim but used

Doctors need to be a little bit more informed. Didn't know about all the other tests and reports from other doctors IW had seen.

be more thorough in the examination, look at the whole picture, listen to the patient, talk to the patient

make appts as close to home as possible, first sent him to Seattle, had a bad experience in Seattle and Seattle is a long way from Kent

send them all to dr. Welch

the IME was not too bad, the whole L&I process is bad, his claims manager was not cooperative, had to hire a lawyer, claims mgr did not want to work with the patient, quit sending checks, it took a lawyer to get L&I to listen, the IME told him had a leg

Get rid of some of the doctors on the program who treat IW badly. Would not have believed they were doctors. They were very abrasive and making jokes about IW's injuries and laughing.

go to see more than one dr. don't put all emphasis on one appt. Dr. told him he had arthritis not work related later drs tested him for arthritis and found no arthritis, opportunity to get a second opinion, had to miss a lot of work, system that doesn't w

need to speak with the patient, ask questions, what hurts, what can the patient do, what can't she do, the questionnaire was a waste of time, from the time she left home drove to the exam had the exam and drove home was not 30 minutes. He clearly did not

he has never been treated so rudely as he was by L&I and the first L&I drs. Still has an open claim with L&I. Had to wait several weeks to see a physical therapist. The L&I claims mgr. hung up on the physical therapy clinic with regard to this patient.

It took too long to get on L&I. The process to get on L&I was too long.

the dr was good

make entire claims and exam process easier to understand

Make sure they're independent and honest.

Think that they should get younger doctors who are easier to talk to. Felt like doctor already had a decision in his mind.

They should provide transportation if the worker does not have any.

"they need to be better regulated on the location, the exam room...the doctors need to be more familiar with my case and pay attention to other notes and records...they didn't care what the attending physician had to say. They bill these IMEs for 4 hours and

handled very well, but have had terrible problems in the past

ask the client for an appt time don't just make an appt with out consulting the patient. This guy got a letter telling when and where to show up without asking him in advance if the time waws OK for him

the entire process from initial claim to disposition was way too long

her injury is not reproducible in an office visit, they did not correctly identify and recognize her injury, her claim was immediately closed but still seeing a physical therapist at her own expense since last October

drs are in a hurry to get you in and out, she had to hire an attorney, they are not objective in their evaluations of pain and injuries, very frustrating beause there is something wrong and they tell you there is nothing wrong with you

The exams should be longer and more thorough and the doctors should have compassion for the patients. Felt like a piece of meat on the table.

Eliminating the IME and relying on the word on the attending physician.

Get Doctors that aren't working for the insurance company and who care about the patient. A little longer notification time for appointment to adjust schedule to accommodate appointment. The doctors need to have reviewed your medical history before the da

They need to be more personal and should treat IW like a person and not a number.

she was allowed to choose. People have to work and when L&I takes 3 months to send a check when the employee has not been able to work. L&I needs to be concerned about the patients not closing cases or cutting costs. The drs were very good about sharing

Have more weight on what IW's doctor are saying about injuries. Give IW a chance to explain injuries and have IME doctors actually listen.

Select more professional, independent doctors, Credentials of doctors should be provided to IW; IW's livelihood depended on his credentials and professionalism. Doctors should not have any predetermination concerning case. IW and Land I should agree on do

Have the attending physician present at the examination.

Find a way to make it truly independent so that nothing is controlled by either insurance co. or injured

Should be more professional. Office did not appear to be a medical office.

better explanation of the reason for the exam

Speed it up! It takes too long and the injury becomes further impacted. No personal relationship

"The scheduling could be a little better so that you don't have to wait in the office as long"

Doctors could act more independently not just acting for the state

Get the phone numbers right. Make sure tools to perform tests are in working condition

"the doctor should listen to their patient, and be considerate of the patient, not all of us are lying when we say we are hurting."

Unclear Directions to Site

Neutral Comment

He saw a doctor that one of his co-workers referred him to, not an L&I referred doctor

Taken by cab

Because familiar with the area.

He saw his own personal physician.

Negative Comment

The directions were terrible and as a result I was late. They refused to see me at first because I was Late.

They flew me to the appointment and provided taxis. "I don't like small planes."

They didn't give IW correct directions.

Directions were bad. A map should be included with the appointment letter.

Wasn't given any directions. Said map would be enclosed. There was not a map sent. From street no sign indicating that this was the location.

Had to call office and get directions

when she turned into the parking a huge section without a clear sign for her

Never got any directions to the exam site.

hard to find the bldg
 sometimes not all of them, some had maps some did not
 very complicated, one side is St. James ans St. Johns
 Had to drive around for an hour to find it. Not familar with the other city. Lost a day of pay.
 Asked someone to help me get there

Positive Comment

They sent me a map that was easy to follow
 It was her regular doctor's office.

Exam Scheduling

Neutral Comment

was not working at the time
 travelled
 not working at the time

Negative Comment

It was in the late evening and I don't drive after dark; appointment was also in a bad part of town.
 Just told me the day and time. They did not ask my opinion, just told me.
 10 weeks between
 went for the appt and had to go back a second time over a period of three days he saw 3 drs, that was not in the letter
 Wasn't given a choice told to call if problem but when you call they just assign you another time that is convenient to them and not IW
 Just told me when to come and I went
 It was difficult with wife's work schedule to make it to appointment
 Had no choice; was TOLD when the appointment was.
 They scheduled appointment around their convenience.
 He had to miss a day of work without pay.
 just told when and where to show up
 Just gave appointment time and didn't ask if that was convenient.
 Noone notified you that the first appointment was cancelled and I showed up for it.
 Not consulted. Given day with airline and cab vouchers. Had no choice and not consulted about time, day or anything.
 Got the letter only 2 days before she was supposed to be there
 It would have been a lot easier if could have been done in Spokane instead of Seattle. Death in the family at the time of the appointment.
 Hope it did, because I was in quite a lot of pain
 Didn't have any needs at the time wasn't working
 He had to take time off from work and so he was NOT paid for the 4 hours it took
 It was 1.5 years from when she was injured until the IME.
 Gave only a week to plan. It was to short of a time frame.
 They sent me a letter indicating that appointment was three days away. Didn't ask if this was convenient.

It was a month

The first appointment was cancelled and they didn't notify IW and she showed up.

had two appts within a week of each, each lasted only 2 minutes, gave him pain pills only

They were extremely inflexible with scheduling.

It was a little bit short; could of used a little more time to arrange schedule

waited a long time for an appt. L&I wanted an MRI but it took from Dec to April to schedule the MRI, since he had his MRI in April, he has not heard a word from L&I and today is June 16th. Dr. Shannon sent L&I a letter but Scott has not heard a word from

did have to wait a long time (4 months)

There was enough time to get ready for it

To little time

"It took so long to get an appointment that my backj was okay by the time I saw the doctor." It was 6 months from when he was injured in January to the IME in June.

It was to long

took a month a get an appt

dr is very busy so it took a while (2 to 3 months)

It took a long time to get the appointment. The medical records were not sent and had to schedule another appointment at the appointment time.

usually a couple of weeks

The only part that was unreasonable was the time it took to have the IME approved and the surgery

a week

Had to reschedule appointment several times due to the doctors schedule.

needs not consider just told time and day

if cancelled within three weeks you will be billed for exam; however, received only ten days notice. Was unable to change appointment time due to this policy.

It should have been sooner than a month; a lot can happen in a month.

Very inflexible

no, took to long

They assigned a time Be there or call or benefits will stop. I was there

They allowed me to reschedule

take their appt or nothing, they scheduled the appt without his approval of date and time

too far away could have been done closer

It was changed at the last minute because the doctor was out of town.

did not want to go to downtown Seattle

Just told me when to be there; but, if they told me I had a problem I could change it.

They just assigned me a time. They didn't call me to ask me my schedule

asked for an appt later in the day, had to go to 2 IMEs in a short period of time, doesn't know why

Just got a time and a place

They just scheduled it and I had to go.

L&I dept made an error in scheduling and she had to go back twice

gave her 3 weeks notice and said she could change the appt

other than the distance

It happened to work out but, was only given a weeks notice; a lot of times can be gone on business for 5

They have no idea what my needs were and just assigned me a time
was simply told when to come

Had to cancel and they let me reschedule

distance was to far and he had to take off work, had to take extra time to get there

It seemed like a long time after received notice that I had exam; it seemed to be about a month.

"On the paper it said that I could change the appointment time if I needed to, biut when I called they were
very rude and said that I needed to keep the appointment"

I was just told to go.

I had to take time off to work. Waited 45 minutes in waiting room and 30 minutes in the examining.

It was to long for the scheduling process

They didn't allow you to reschedule for a biopsy for cancer.

Just received a notice telling him when to show up. No choice in exam times.

Lost a days pay because of the time

They didn't care that I had to drive 3 1/2 hours home.

They just set a time and told me to be there.

Had opportunity to reschedule

You show up this day or your done.

too far away

The time was less than a week, a little short.

sometimes follow-up exams take 1 month

It was two weeks to the appt.

It took 2-3 months to be examined.

Doctor considered my needs, L and I did not consider my needs.

Positive Comment

3 to 4 weeks out

took 3 to 4 weeks for appt

Plenty of notice

Patient Identification

Negative Comment

filled out papers. Was asked claim number.

paperwork at the office

checked her ID

Self- identified

Self-identified

Asked name & Drivers license

Don't remember

Checked birthdate and social security number as well as name.Gave a claim number to me.

took insurance cards

they KNEW her
Asked for Doctors X-rays five days prior to appointment. Didn't ask for id
Don't remember
They asked for his SS# and L&I #
They asked for the claims number and social security number
Don't Recall
Knew the scheduler personally
he had the L&I with him
Had me fill out some paperwork
They asked for my name and social security number
Asked for Social security # and L&I #
Knew you
asked to fillout paper with claim number
claim number
He saw his own personal doctor
They asked for the claim number
no need to check ID
Doctor knew the family.
The doctor knew her because she had seen the doctor before.
They asked for his L&I ID #
Asked him his L&I claim number
had a history with this office
Showed letter from L&I
Asked for the claim numbe and claim information.
the doctor already knew her...he is her doctor
and checked his L&I claim card
She had to present a form.
Self-identified
Provided letter that was received from IME exam place
they knew him because he has been a patient
they already jknew him
Gave them order from claims manager
They asked for signature, ID and L and I card.
Showed them a letter from the state
Filled out a few papers
insurance card
Self-identified
Gave them papers from Land I
Self-identified

They knew me at the doctors office
 They already had my records
 had to fill out a form
 Dr. Shenkar is her personal doctor and knew her. They did ask for the case number.
 Just gave them your name
 Self-identified
 Self-identified
 You told them who you were and you presented your claim number and card.
 Self-identified with letter
 Showed letter and I.D.
 I had to tell them who I was and they weren't sure the doctor was even there.
 Self-identified by giving the letter to the doctors office and telling them who you were.
 Gave them the paperwork
 Asked for copy of the letter from the Department of Labor and Industries.
 They already knew him
 Don't remember exactly what they did. May have asked for social security number.
 They also asked me for my claim number.
 ask for his claim number
 They also asked for the claim number.
 Handed them my x-rays
 Self-identified
 had a history with the office and a relationship
 Also filled out typical office paperwork.
 Not sure they verified
 I showed them the letter from the Department.
 They also asked me for my claim number. They already knew me.
 May have ask for L and I claim number card.
 insurance numbers
 asked for insurance card
 and asked for social security number
 They knew her because they had seen her before
 Showed picture ID and envelope L and I documents came in and voters registration card,
 I told them my name. They never asked for it.

Positive Comment

They also checked D.L.

Surprises

Neutral Comment

had no expectation

Negative Comment

dr. seems to have limited knowledge "surprised a dummy was doing something so important"

took two hours nothing good about that

It was a waste of time, surgeon said shouldn't be there for 12 weeks and the appointment was made two months after surgery.

Positive Comment

He did the exam the same way as attending physician. He seemed to know what he was doing.

Talked to one doctor who seemed to know something. Different examination time.

was treated very well and was very concerned with the injuries

Dr. Karr diagnosis of fiber mialga that others missed, but L&I does not cover fiber mialga

The attending physician would have you move it even though it hurt and the IME doctor only had you move it till it started to hurt.

Claim was finally accepted.

They uncovered carpal tunnel syndrome which was another condition.

was surprised about his conclusion

very nice exam, very gentle, very concerned about patient discomfort

Was treated fine

first guy to do an x-ray, all other exams were touching only

surprised with the amount of dignity he was shown, Dr. Adams from a previous exam showed him no respect, treated like a piece of meat

The surprise was that patient did have carpal tunnel and it had to be worse for surgery nad further treatment. It seemed very subjective.

"I didn't have to wait long" (to be seen)

Both of the doctors were awesome. They really knew what they were doing and if I were in their area, IW would see them.

It was well done and was satisfied with it.

The exam wasn't one sided which was nice

thought it might be more harsh , but very nice

Last doctor did listen to me and was surprised they gave you the disability they did.

"The doctor was straight-forward with me."

went to WSU and was a nice young man

more thorough than any other exam

A second doctor examined me

dr sat down and talked with patient at length, did a lot of explaining and wished the patient well

Receptionist incredible; expected what saw in report; dealing with them long enough that they won't do anything to help me in my situation. 2 attending physicians did not agree that he should have been released back to work

The examination went very well and the doctor didn't try to force IW to do anything you couldn't do

Surprised that the IME recommended more treatment.

"They don't make you feel like you are a freeloader. They treated you with respect."

He understood after the examination what was wrong with my shoulder and knew the procedure that was needed to fix it. I was waiting for a pat answer of something in the order that would save the State money. I had been arguing with the State for three y

It showed more injury than you thought you had.

Treated well by last doctor. One IME was the worst experience ever had. Belittled IW. 2 doctors played good cop, bad cop role with IW.

I had heard that the exam was going to be terrible. But my experience was pleasant and the doctor was nice.

I was surprised that he was concerned about me.

They were very nice and congenial but stupid and had their own state agenda.

Surprised doctor was nice.

The first doctor was different than the second doctor. First doctor treated me with more dignity and respect. The second doctor did not treat with any dignity or respect.

it did not hurt as much as she thought it would

He seemed concerned about how much shoulder hurt and that he wasn't just concerned about L and I.

Doctor very professional and doctor made me feel good about the treatment I did receive

The doctor was very nice and respectful. She went in anticipating the very bad treatment she received from the last doctor she saw when she had a previous work-related injury.

"they got me in for an MRI. They recognized something that my own personal physician had not

I got a settlement. I still can't use my arm right.

They helped me feel comfortable.

the urologist told L&I he really did have problems and L&I listened, dr. helped him with this monetary

Everything went okay

the dr was very personable